

GDIT

Weekly Report

Weekly

Month

12/05/2020

Nov

Oct

Sep

Aug*

Jul*

Overall Total

Index

# Indexes assigned (all metrics based on the workload assigned for the week)	5,059	14,742	8,155	4,940	5,393	4,127	40,713
# Indexes Complete	4,120	12,089	6,675	4,086	4,184	3,291	33,046
% Indexed Complete	81.6%	82.1%	81.9%	82.8%	77.8%	80.0%	81.3%
# Indexes unreachable (Max Attempts)	939	2,653	1,480	854	1,209	836	7,667
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	18.6%	18.0%	18.2%	17.3%	22.5%	20.3%	18.9%
# Indexes Attempted calls (all completions + at least 1 attempt)	5,051	14,718	8,146	4,935	5,380	4,113	40,644
Average time from Index Received to Index Reached	0.06:19:11	0.10:08:53	0.12:58:12	0.21:47:11	1.11:56:58	1.23:26:13	0.19:19:38
Average Index Handle Time	0.00:14:23	0.00:13:12	0.00:14:04	0.00:13:10	0.00:12:52	0.00:14:07	0.00:13:33
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	95.5%	93.1%	93.1%	87.3%	78.3%	67.2%	87.7%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.9%	99.9%	99.8%	99.7%	97.1%	99.6%

Contacts

# contacts generated	10,141	36,286	21,069	14,495	9,575	6,912	95,103
# contacts generated per Index Complete	2.5	3.0	3.2	3.5	2.3	2.1	2.9
# contacts complete	9,087	31,814	18,318	12,678	8,709	6,374	83,864
% contacts complete	89.6%	87.7%	86.9%	87.5%	91.0%	92.2%	88.2%
# contacts unreachable (Max Attempts + missing phone numbers)	924	4,469	2,751	1,817	866	538	11,109
% contacts unreachable (Max Attempts + missing phone numbers)	9.1%	12.3%	13.1%	12.5%	9.0%	7.8%	11.7%
# contact attempted (all completions + at least 1 attempt)	10,116	36,284	21,069	14,495	9,575	6,912	95,078
Average Time from Contact Generated to Contact Reached	0.09:17:46	0.23:12:55	1.11:12:37	2.00:56:40	3.05:02:58	3.19:22:26	1.15:59:22
Average Contact Handle Time	0.00:14:28	0.00:11:28	0.00:11:29	0.00:10:48	0.00:10:25	0.00:13:54	0.00:11:42
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	90.0%	83.5%	80.6%	76.2%	68.0%	69.6%	79.5%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.6%	99.5%	99.6%	99.1%	99.0%	97.6%	99.3%
Average Time from receipt of initial case name to full completion of all related contacts	0.21:56:20	1.17:11:56	2.00:21:56	3.08:44:02	3.23:58:48	4.16:06:21	2.10:56:53